

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 03-60

REQUEST: Joint Parties Information Requests to AT&T Communications of New England, Inc.

DATE: December 24, 2003

JOINT PARTIES-
ATT-17:

Please explain whether you currently have in place and use electronic automated systems to:

- a. Process orders placed by customers whose service will be provisioned using your own switches.
- b. Provision service for customers using your own switches
- c. Maintain and repair service for customers whose service is provisioned using your own switches.
- d. Conduct trouble isolation and repair for customer services provisioned via your own switches using UNE loops.
- e. Conduct testing for customer services provisioned via your own switches using UNE loops.
- f. Bill customers whose services are provisioned using your own switches.

If with respect to your answer to any of the above subparts your systems are only partially electronic, please identify specifically which portions are electronic, and which are manual, and provide a detailed explanation of the limitations created by the manual portions.

Respondent: Roslyn Brewer

SUPPLEMENTAL RESPONSE: a. Customer-initiated requests are being handled in part electronically.
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XXX **End**
Confidential – Subject to Protective Order***

b. Please see the response to Joint Parties-ATT-17(a).

c. With respect to maintenance systems used in the repair of AT&T-provisioned switched services, the process is partially automated. The electronic/automated portions include:

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d. AT&T is able to use electronic systems to conduct trouble isolation and repair for its UNE-L customers on its side of the network, i.e., from the point of demarcation on the intermediate distribution frame where AT&T picks up the copper loop from Verizon. AT&T is also able to test out from its network to determine if a customer's loop is experiencing problems; AT&T, however, cannot repair such problems.

e. Please see the response to Joint Parties-ATT-17(d).

f. AT&T currently has electronic, automated systems to bill UNE-L customers.